



Practitioner's Docket No. 00-1718.03

Patent

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re Application of: Terry Stanley Ryan, et al.)

Examiner:

Serial No.: 10/056,411)

Art Unit: 2643

Filed: 01/25/2002)

For: System and Method for
Supporting Multiple Call Centers)

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PRELIMINARY AMENDMENT UNDER 37 C.F.R. §1.115

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BOX NON-FEE AMENDMENT

Assistant Commissioner for Patents
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Sir:

Applicant submits the following Preliminary Amendments prior to the First Office Action and within three months from the filing date of the application filed under 37 C.F.R. § 1.53 (b).